

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

#	Issue Title	Status	Subject area	Entered	Final Action
2009-01	Non-Separation for Breastfeeding Soldiers	To be updated	Force Support/Leadership	15 Jan 2009	To be updated
2009-02	Safety Policy for US Army Recruiters	To be updated	Force Support/Leadership	15 Jan 2009	To be updated
2009-03	Storage for Soldiers' Military Issued Equipment in Barracks	To be updated	Force Support/Leadership	15 Jan 2009	To be updated
2009-04	Housing for Larger Army Families	To be updated	Housing	15 Jan 2009	To be updated
2009-05	Military Clauses for Off-Post Housing Leases	To be updated	Housing	15 Jan 2009	To be updated
2009-06	Permanent Change of Station (PCS) Lodging Expenses	To be updated	Relocation/Employment	15 Jan 2009	To be updated
2009-07	Spousal Employment in the Fort Bliss/ El Paso Area	To be updated	Relocation/Employment	15 Jan 2009	To be updated
2009-08	Youth Services (YS) Facility on East Bliss	To be updated	Consumer & Family Support	15 Jan 2009	To be updated
2009-09	Housing Community Curbside Recycling Pick-up	Closed as Complete	Consumer & Family Support	15 Jan 2009	31 Aug 2010
2009-10	Pharmacist Staffing	Closed as Complete	Medical/Dental	15 Jan 2009	04 Mar 2010
2009-11	Medical Appointments at WBAMC and Ft. Bliss Clinics	Closed as Complete	Medical/Dental	15 Jan 2009	04 Mar 2010
2009-12	General Educational Development (GED) for Family members	Elevated	Education	15 Jan 2009	2009
2009-13	Higher Education Application Fees for Family Members	To be updated	Education	15 Jan 2009	To be updated
2009-14	BAS for Family Members	Elevated	Force Support & Leadership	23 Oct 2009	04 Dec 2009
2009-15	Active Duty Service Members Leave Bank	Elevated	Force Support & Leadership	23 Oct 2009	04 Dec 2009
2009-16	Active Duty Service Members Retention Bonus Tax Status	Elevated	Force Support & Leadership	23 Oct 2009	04 Dec 2009
2009-17	Family Readiness Group (FRG) fundraisers at the Fort Bliss Commissary	Closed as Complete	Consumer & Family Services	23 Oct 2009	31 Aug 2010
2009-18	Written Standardized Duty Day Policy	Closed as Complete	Consumer & Family Services	23 Oct 2009	04 Mar 2010
2009-19	Education for Children with Special Needs	Elevated	Education and Employment	23 Oct 2009	04 Mar 2010

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

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2009-20	Military Family Member Employment Opportunities	Closed as Complete	Education and Employment	23 Oct 2009	04 Mar 2010
2009-21	Parental Visitation at Bliss Elementary	Closed as Complete	Education and Employment	23 Oct 2009	04 Mar 2010
2009-22	Availability of Military Housing	Elevated	Relocation and Housing	23 Oct 2009	04 Dec 2009
2009-23	Local Relocation Allowance	To be updated	Relocation and Housing	23 Oct 2009	To be updated
2009-24	Access to Care: Obstetrics Sick Call	Elevated	Medical and Dental	23 Oct 2009	04 Dec 2009
2009-25	Service Member Medical Treatment Rights	Unattainable	Medical and Dental	23 Oct 2009	04 Dec 2009
2009-26	Lack of Affordable Housing for WTU Families	Elevated	WTB	Nov 2009	31 Aug 2010
2009-27	Eligibility of Non-Attending orders	Elevated	WTB	Nov 2009	04 Dec 2009
2009-28	Programs (Teen AFAP)	Closed as Complete	Teen	05 Dec 2009	15 June 2010
2009-29	Marketing for Teen Programs	Closed as Complete	Teen	05 Dec 2009	15 June 2010
2009-30	Upper Logan Teen Center	Closed as Complete	Teen	05 Dec 2009	15 June 2010
2010-01	A Roller Rink/Laser tag Facility to add to the existing safe facilities in the Fort Bliss Community	Unattainable	Youth	22 Oct 2010	07 Sept 2011
2010-02	Fort Bliss College Fair	Closed as Complete	Youth	22 Oct 2010	02 June 2011
2010-03	Teen Dance Club	Closed as Complete	Youth	22 Oct 2010	03 Mar 2011
2010-04	Fort Bliss Duty Day Policy	Closed as Complete	Force Support & Leadership	22 Oct 2010	13 Dec 2010
2010-05	Meal Deductions Affecting Meal Card Holders	Elevated	Force Support & Leadership	22 Oct 2010	03 Mar 2011
2010-06	Staffing and Training for Exceptional Family Member Programs (EFMP) and School Liaison Officers (SLO) Advocates	Elevated	Consumer and Family Services	22 Oct 2010	13 Dec 2010
2010-07	Post Traumatic Stress Disorder (PTSD)/Traumatic Brain Injury (TBI) Support Groups for Families	Closed as Complete	Consumer and Family Services	22 Oct 2010	07 Sept 2011
2010-08	Licensure/Certification for Military Spouses	Elevated	Education and Employment	22 Oct 2010	13 Dec 2010
2010-09	Rosetta Stone for Military Families	Elevated	Education and Employment	22 Oct 2010	13 Dec 2010
2010-10	Voucher System for Temporary Lodging	Closed as Complete	Relocation and Housing	22 Oct 2010	2 June 2011

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

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2010-11	Rank Based Basic Allowance for Housing (BAH) Rates	Unattainable	Relocation and Housing	22 Oct 2010	13 Dec 2010
2010-12	Medical Appointment Availability	Closed as Complete	Medical and Dental	22 Oct 2010	07 Sept 2011
2010-13	Service Member Behavioral Health Care Availability	Closed as Complete	Medical and Dental	22 Oct 2010	07 Sept 2011
2010-14	Over-the-Counter Medication Disbursement	Closed as Complete	Medical and Dental	22 Oct 2010	02 June 2011
2011-01	Social Media at Youth Center Facilities	Active	Teen	04 Nov 2011	
2011-02	Family Member In-State tuition	Elevated	Teen	04 Nov 2011	
2011-03	Service Members' Lack of Adherence to Standards	Active	Force Support & Leadership	04 Nov 2011	
2011-04	Re-Allocation of Gate Guard Resources to Increase Patrols	Unattainable	Force Support & Leadership	04 Nov 2011	
2011-05	Priority Placement Status for Military Spouses	Active/ Elevated	Education & Employment	04 Nov 2011	
2011-06	Army wide tutoring facility for children K-12 with accredited tutors that are familiar with current state standards.	Active/ Elevated	Education & Employment	04 Nov 2011	
2011-07	Fort Bliss Privatized Housing Policy Enforcement	Active	Relocation and Housing	04 Nov 2011	
2011-08	Home Based Business in Residential Fort Bliss	Active	Relocation and Housing	04 Nov 2011	
2011-09	Out of Pocket Expenses for TRICARE Prime	Active	Medical and Dental	04 Nov 2011	
2011-10	Continuity of Care for Patients Needing Referral Renewals	Active	Medical and Dental	04 Nov 2011	
2011-11	Primary Corridors affecting Fort Bliss	Active	Benefits and Entitlements	04 Nov 2011	
2011-12	Increase USPS on Fort Bliss	Active	Benefits and Entitlements	04 Nov 2011	

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

Issue # 2009-01: Non-Separation for Breastfeeding Soldiers

Status:

Entered: 15 January 2009

Final Action:

Subject Area: Force Support/Leadership

Scope: Mission requirements hinder nursing mothers from breastfeeding uninterrupted for the recommended amount of time. Army medical centers support American Pediatrics Association's recommendation of at least 12 months of breastfeeding. Landstuhl Army Medical Center Commander, Colonel Brian Lein, implemented a policy in 2008 that encouraged deployment deferment of 12 months for Active Duty Soldier mothers assigned to Landstuhl and affiliated clinics. According to the World Health Organization, 13% of deaths among children under the age of five years old could have been prevented if the infants were exclusively breastfed. Children of Active Duty Soldier mothers have increased health risks because they are not receiving the full benefits of breastfeeding.

Conference Recommendation:

Amend AR 600-20 to allow breastfeeding Soldiers 12 months of non-separation from their child.

Required Actions:

Progress:

Lead Agency:

Issue #2009-02: Safety Policy for US Army Recruiters

Status:

Entered: 15 January 2009

Final Action:

Subject Area: Force Support/Leadership

Scope: Long hours required of recruiters causes them to drive sleep deprived endangering themselves and others. In 2001, University of California, Los Angeles School of Medicine completed a study determining driving after being awake for 17 plus hours is equivalent to as much as 0.1% blood alcohol content. According to the Army eTrips Risk Assessment, anything under 8 hours of sleep before driving increases the probability of being involved in an accident. Driving while sleep deprived decreases mission readiness and increases Department of Army liability in the event of an accident.

Conference Recommendation:

1. Establish a policy governing the sleep-to-work ratio.
2. Provide allowance for overnight lodging if/when risk is too high according to published Army Risk Assessment Matrix.
3. Increase number of recruiters in the existing recruiting stations.

Required Actions:

Progress:

Lead Agency:

Issue #2009-03: Storage for Soldier's Military Issued Equipment in Barracks.

Status:

Entered: 15 January 2009

Final Action:

Subject Area: Force Support/Leadership

Scope: The existing barracks rooms do not allow enough secure storage for both the Soldiers' personal items and their required TA-50 (field gear). Soldiers are issued a greater amount of CIF (Central Issue Facility), RFI

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

(Rapid Field Initiative) and specialty MOS equipment which must be secured and readily accessible to determine combat readiness. Storage of field equipment within their living space decreases the quality of life for Soldiers living in the barracks.

Conference Recommendation:

Create and assign individual secure storage areas for Army issued equipment, separate from living quarters, within the barracks building.

Required Actions:

Progress:

Lead Agency:

Issue#2009-04: Housing for Larger Army Families

Status:

Entered: 15 January 2009

Final Action:

Subject Area: Housing

Scope: Currently there is no availability of, or future plans to accommodate larger Army Families in housing at Fort Bliss. There are no homes larger than four bedrooms offered by Balfour Beatty Communities (BBC), yet many Army Families require larger dwellings. Without BBC having a plan, many Families may be forced to live beyond their means in potentially unsafe neighborhoods and/or unsafe dwellings on the local economy.

Conference Recommendations:

Develop and implement a plan to provide five bedroom privatized government housing to accommodate larger Army Families.

Required Actions:

Progress:

Lead Agency:

Issue #2009-05: Military Clauses for Off-Post Housing Leases

Status:

Entered: 15 January 2009

Final Action:

Subject Area: Housing

Scope: Current military clauses for off-post rental agreements make it difficult for Soldiers to move into government housing when it becomes available. Existing military clauses generally change allow for termination of lease agreements based only on permanent change of station or deployment orders. When housing becomes available on post, many times Soldiers cannot take advantage without incurring heavy financial penalties when breaking the lease. This perpetuates the long wait list cycle, greatly impacting the Soldier's quality of life.

Conference Recommendation:

Establish military clauses to include personnel on the waiting list.

Required Actions: 31 Aug 2010- Short term solution: create preferred rental list. Long term, request help from AUSA or TX bar in lobbying state to change requirements.

Progress: 31 Aug 2010- Garrison meets bimonthly with the EPAA, can request they include an "escape clause". We can make a list, verify language for consistent terminology, but one will contain places which allow people to break lease to move into housing, use for possible leverage. Currently there is no preferred list. There is no legal objection to listing separately as long as we do not show preference. Keep active.

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

Lead Agency: Garrison/DPW

Entered: 15 January 2009

Issue #2009-06: Permanent Change of Station (PCS) Lodging Expenses

Final Action:

Subject Area: Relocation/Employment

Status:

Scope: Spouses have difficulty obtaining employment in the Fort Bliss/El Paso area due to language barriers. Sixty-five percent of local employers require Spanish proficiency skills. Language training/resources for spouses are very limited and costly. This creates in some Family members not relocating to the Fort Bliss/El Paso area. Those who do relocate but remain unemployed, often suffer financial hardship.

Entered: 15 January 2009

Final Action:

Subject Area: Relocation/Employment

Scope: Paying out-of-pocket lodging expenses before receiving Temporary Lodging Entitlement (TLE) creates a financial hardship for many Soldiers and their Families. Not all Soldiers have the ability to pay up front for PCS lodging. Although TLE is reimbursable, Soldiers are often compelled to secure additional funds (payday loans, Army Emergency Relief, borrowing, etc.) prior to the TLE payment. Doing so creates unnecessary debt, Family stress, and affects Soldier/mission readiness.

Conference Recommendation:

1. Fund Family member access to Rosetta Stone.
2. Partner with local educational centers to provide advanced language training.
3. Improve current conversational Spanish classes offered through Army Community Service.

Conference Recommendation:

Eliminate TLE and create a CONUS voucher system for temporary lodging that mirrors OCONUS.

Required Actions: 04 March 2010 Information paper requested for next meeting.

Required Actions: 31 Aug 2010- Spanish class demographics requested for next meeting, ages and ranks of those taking the classes. Research the numbers who are able to receive employment after taking Spanish language classes from ACS. Recommend combining recommendations 1 & 3 to send forward to DA AFAP, keep recommendation 2 local.

Progress: 04 March 2010 Fort Bliss has pending approval to extend TLE to 60 days, expecting signature by 18 March 2010. Voucher system similar to OCONUS is virtually impossible, as CONUS is very different. **Keep active with agency updates.**

Progress: 31 Aug 2010-Research has been completed for Rosetta stone purchase. Looking into more of an immersion approach towards the El Paso culture, add on to in processing. Look into how to request permission for a Soldier to sponsor his spouse through AKO to use Rosetta Stone software based on geography Hiring fairs successful. COL Cavoli has made it a place of duty for qualified Soldiers to attend with spouses, with high morale and success. Mr Rivera reported over 600 attendees. Data can be reported after 30 days for successful hiring rates. Recommend combining recommendations 1 & 3 to send forward to DA AFAP, keep recommendation 2 local.

Lead Agency: Directorate of Finance

Issue #2009-07: Spousal Employment in the Fort Bliss/ El Paso Area

Status:

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

Lead Agency: DMWR

Issue #2009-08: Youth Services (YS) Facility on East Bliss

Status:

Entered: 15 January 2009

Final Action:

Subject Area: Consumer & Family Support

Scope: The only YS center is located on main post. Although the projected YS facility on Biggs is scheduled to be completed by 2010, the necessity for a shuttle service is immediate. Without an established shuttle service, East Bliss teenagers have no YS recreational activities.

Conference Recommendation:

Establish an hourly shuttle service in the East Bliss housing community.

Required Actions:

Progress:

Lead Agency: DMWR

Issue #2009-09: Housing Community Curbside Recycling Pick-up

Status: Closed as Complete

Entered: 15 January 2009

Final Action: 31 August 2010

Subject Area: Consumer & Family Support

Scope: Team Bliss does not offer curbside recycling pickup in the housing communities. There is only one drop-off recycling center to accommodate all of Team Bliss. Failure to implement a robust curbside recycling program will further exacerbate the environmental pollution problem as Team Bliss expands.

Conference Recommendation:

Establish a curbside recycling pickup.

Required Actions: SJA to look into RCI contract with question as to whether that was part of overall contract with DA.

Progress: 04 March 2010 Discussion held regarding the El Paso standard, which has curbside for residents, also SJA to look into RCI contract, with question as to whether that was part of the overall contract with DA. *Keep active with agency updates*

31 August 2010 BBC will receive monies for this recycling venture. We will be adding recycling bins all over post, which will add to unit and MWR funds. **Closed as Complete.**

Lead Agency: Department of Public Works

Issue #2009-10: Pharmacist Staffing

Status: Closed as Complete

Entered: 15 January 2009

Final Action: 04 March 2010

Subject Area: Medical/Dental

Scope: The shortage of pharmacists has resulted in extended medication fill times. Currently, WBAMC is short six pharmacists with a deficit of 250 pharmacists in the El Paso area. Extended wait times inhibits mission readiness by keeping Soldiers away from their place of duty. Quality of life is negatively impacted due to Family members losing pay because of work absences.

Conference Recommendation:

1. Initiate "professional pay" for military pharmacists.
2. Initiate signing bonuses for civilian pharmacists so their salaries are competitive with their civilian counterparts.

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

Required Actions: MG Bromberg has requested WBAMC provide an article in the monitor detailing pharmacy program successes (detailed in “progress”).

Progress: 04 March 2010 COL Baunchaulk discussed successes of pharmacy program, filling 3000 prescriptions per day, with an average wait time in January of 19 minutes and 10 seconds. The goal is to service most patients (90%) within 15 minutes of entering Pharmacy. WBAMC was also recently approved a salary increase for incoming pharmacists. **Accept as completed ~ Fort Bliss pending Monitor article.**

Lead Agency: WBAMC

Issue #2009-11: Medical Appointments at WBAMC and Ft. Bliss Clinics

Status: Closed as Complete

Entered: 15 January 2009

Final Action: 04 March 2010

Subject Area: Medical/Dental

Scope: There are not enough available medical appointments for active duty, Family members and retirees. Currently, the ratio of physicians to patients is 1:1178. The Super Soldier Family Medical Clinic is not expected to be completed until 2010. Delayed medical appointments may prolong illness or injury recovery, which impacts Family and mission requirements.

Conference Recommendation:

1. Authorize extended evening hours for all clinics until 2000
2. Allow Active Duty Families the opportunity to obtain an approved Primary Care Manger (PCM) within the TRICARE Prime Network System.

Required Actions: MG Bromberg has requested a Monitor article detailing what has been done, and what is coming in the future.

Progress: 04 March 2010 COL Baunchaulk discussed programs implemented to better serve the clients, such as an Urgent Care clinic which has been opened since November 2009. This has cut ER wait times from 10-12 hours to less than 5 hours. Also they are considering split shifts in order to staff the clinic for longer hours. **Accept as completed ~ pending Monitor article**

Lead Agency: WBAMC

Issue #2009-12: General Educational Development (GED) for Family members

Status: Elevated

Entered: 15 January 2009

Final Action: 2009

Subject Area: Education

Scope: Fort Bliss only offers GED education and testing through a partnership with Texas Workforce Solutions. Therefore, the GED is tied to employment rather than education. As younger Family members enter the military population, greater educational resources are necessary. Proper education allows better employment opportunities and reduced financial hardships on military Families

Conference Recommendation:

Implement a Department of the Army established and funded permanent, no cost, Family member GED education and testing program on military installations not contingent on grant funding.

Required Actions: Elevate, Send to mid-level conference

Progress: Sent to mid-level conference

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

UPDATE: August 2010- Up for review at DA AFAP conference

Lead Agency: HQDA

Issue #2009-13: Higher Education Application Fees for Family Members

Status:

Entered: 15 January 2009

Final Action:

Subject Area: Education

Scope: There is not a Department of Defense program that waives higher education application fees for Family members. Assistance is available for selected fees but not all Family members qualify for this aid. Costly application fees discourage Family members from seeking higher education.

Conference Recommendation:

Require higher education institutions receiving federal funding to waive application fees for military Family members regardless of income status.

Required Actions:

Progress:

Lead Agency:

Issue #2009-14 BAS for Family Members

Status: Elevated

Entered: 23 November 2009

Final Action: 4 December 2009

Subject Area: Force Support & Leadership

Scope: Due to the existing law governing Basic Allowance for Subsistence (BAS) rates, Service

Members are utilizing government aide to subsidize household food costs. According to the Defense Commissary Agency (DECA), more than \$31 million worth of food stamps were used at commissaries nationwide in 2008 – an increase of about \$6.2 million, or more than 25 percent – from the \$24.8 million redeemed in 2007. Including Family members in the BAS rate throughout DOD would enable Service Members to maintain financial stability and provide for their Families.

Conference Recommendation:

1. Amend DOD FMR Volume 7a, Chapter 25 to include Service and Family members with rates adjusted accordingly.

2. Implement a compensation rate based on the number of family members.

Required Actions: Send forward to mid-level conference.

Progress: 04 Dec 2009-Policy is determined internally by Army. *Send forward to mid-level conference.*

Lead Agency: mid-level conference

Issue #2009-15: Active Duty Service Member Retention Bonus Tax Status

Status: Elevated

Entered: 23 November 2009

Final Action: 04 December 2009

Subject Area: Force Support and Leadership

Scope: According to the Internal Revenue Service (IRS) Publication 3, Armed Forces Tax Guide, retention bonuses will be taxed unless the pay is for service in a combat zone. The Army increased the number of occupations eligible for a bonus, raising the number of reenlisting Soldiers who received a bonus from 15 percent in 2003-2004 to nearly 80 percent in 2005-2007, indicating the value of bonuses as an incentive.

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

Due to taxes, Service Members are not receiving the full benefit of the bonus, diminishing the value of the incentive. Tax-free exemption for retention bonuses will help the Armed Forces retain the best qualified Active Duty Service Members.

Conference Recommendation:

Amend the current laws to extend tax-free exemptions to all retention bonuses for Active Duty Service Members.

Required Actions: Send forward to mid-level conference.

Progress: 4 Dec 2009 Committee feels valuable issue, beneficial to all service members. *Send forward to midlevel conference*

Lead Agency: TRADOC

Issue #2009-16: Active Duty Service Members Leave Bank

Status: Elevated

Entered: November 2009

Final Action: 04 December 2009

Subject Area: Force Support & Leadership

Scope: Active Duty Service Members (ADSM) who have exhausted all annual leave will go into a negative leave balance should they face a personal and/or Family medical emergency. Although Department of Defense Civilians have the option to donate and receive donated leave, ADSM do not have a leave bank to which other ADSM can donate leave. The result of exhausted annual leave and a negative leave balance only increases the stress and financial burden already experienced by ADSM requesting additional leave for personal and/or Family medical emergencies.

Conference Recommendation:

1. Create an Active Duty Service Members leave donation bank.

2. Fund through both donation and automatic collection of unused use or lose annual leave.

Required Actions: Send to mid-level conference.

Progress: Elevated

Lead Agency: TRADOC/DA

Issue #2009-17: Family Readiness Group (FRG) Fundraisers at the Fort Bliss Commissary

Status: Closed as Complete

Entered: 23 Nov 2009

Final Action: 31 August 2010

Subject Area: Consumer and Family Services

Scope: There is currently no standard operating procedure (SOP) for fundraising at the Commissary. Family Readiness Groups (FRGs) are encountering inconsistencies (i.e., bagging fundraising charges). The lack of an SOP complicates fundraising efforts and impairs the ability of the FRG to support their overall mission.

Conference Recommendation:

1. Eliminate the fee charged to FRG's to fundraise at the Fort Bliss Commissary

2. Develop, publish, and implement an SOP for fundraising at the Commissary.

Required Actions: Implementation of SOP without charging FRG's as baggers.

Progress: 09 Dec 2009-issue accepted as an active Fort Bliss issue; DFMWRC Mark Cauthers has been working on standard Fort Bliss SOP. Policy is under review at office of the Staff Judge Advocate. MG Bromberg disagrees with the policy in place which charges

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

FRG's as baggers, and wants it reopened before the policy is signed

04 March 2010- SOP has been signed and distributed to FRG's, however MG Bromberg requested review of DECA policy through SJA. *Keep active with agency updates.*

31 August 2010- FRG's will only be able to raise funds at the commissary on special events such as the case lot sale. MG Pittard feels that bagging is an avenue of employment, and as such that it should not be used for fundraising. Baggers will be ID card holders only when new commissary opens. More FM is requested to attend quarterly council meetings for DECA and AAFES. Closed as Complete.

Lead Agency: DFMWR

Issue #2009-18: Written Standardized Duty Day Policy

Status: Closed as Complete

Entered: 23 November 2009

Final Action: 04 March 2010

Subject Area: Consumer and Family Services

Scope: There is no written standardized duty day policy in effect for Fort Bliss. The current policy in draft states the end of the duty day is 1800 on Mon, Tues, Wed, and Fri. The dining facilities, pharmacies and the Child Development Center close are or about 1800. Night classes at the Education Center typically begin at 1800. This policy would allow Soldiers travel time to these services, involvement in family activities, and higher education opportunities.

Conference Recommendation:

Develop and implement a written post-wide Standard Duty Day policy that states that the typical duty Day ends at 1700.

Required Actions: MG Bromberg is working on a standardized duty day policy. UPDATE: MG Bromberg has signed a standardized duty day letter.

Progress: 04 March 2010 MG Bromberg has signed standardized duty day policy letter.
Closed as Complete

Lead Agency: Department of Human Resources

Issue #2009-19: Education for Children with Special Needs

Status: Elevated

Entered: 23 November 2009

Final Action: 2009

Subject Area: Education and Employment

Scope: Service members with children that have individual Education Plans (IEP) are often relocated to areas that cannot meet the child's educational needs. "The objective of the Exceptional Family Member Program (EFMP) are to assess, document and code the special education and medical needs of eligible family members in all locations, and forward these coded needs to the military personnel agencies... for consideration during the assignment process" (AR 608-75). Educational codes are not emphasized during the assignment process. Children with special needs are subjected to regression upon reassignment without continued specialized support.

Conference Recommendation:

1. Require a bi-annual audit of the EFMP to ensure compliance of educational coding as stated in AR 608-75.

2. Authorize a deferment of permanent change of station (PCS) orders (not to exceed 90 days) in order to confirm appropriate services for Families with special needs.

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

3. Create and implement a Department of Defense (DOD) wide EFMP database, and allow access for EFMP managers to ensure a smooth transition for Service Members and their Families between assignments.

Required Actions: Request information paper from EFMP Program discussing challenges faced and situational remedies. **Sent forward to mid-level conference**

Progress: Elevated

Lead Agency: DMWR

Support Agency: EFMP and SLO

Issue #2009-20: Military Family Member Employment Opportunities

Status: Closed as Complete

Entered: 10 Nov 2009

Final Action: 04 March 2010

Subject Area: Education and Employment

Scope: Family Members are unaware of locations for employment information. Soldiers have an in Processing checklist and a similar process for dependents will increase knowledge and awareness. Employment Readiness Programs are available, however, Family Members are not aware of the full scope of the services. Employment resources are not easily identified in the welcome packet. Family Members of Soldiers Face financial hardship when the sponsor is transferred or when second income is lost.

Conference Recommendation:

1. Increase marketing of the employment aspect of the My Army OneSource website

2. Create and implement an information employment specific forum to highlight available employment opportunities and the

hiring process of the various agencies (i.e.: NAF, CPAC, AAFES, MWR)

3. Require continuity of all installation Army Community Service (ACS) to work with local job placement agencies to assist in Family Member placement.

Required Actions: ERP Manger to update committee on trainings held and number of successful employment gained through the program, then link to a public arena and link to Facebook.

Progress: 04 Dec 2009- accept as an active Fort Bliss issue; ERP is doing a great job with available resources without getting enough credit.

04March 2010- Mr. Rivera provides committee requested updates and provided feedback in a public arena and facebook as requested. Issue closed as complete

Lead Agency: MWR

Support Agency: ACS-ERP

Issue #2009-21: Parental Visitation at Bliss Elementary

Status: Closed as Complete

Entered: 19 November 2009

Final Action: 04 March 2010

Subject Area: Education and Employment

Scope: At Bliss Elementary, parents are allowed on campus only during predetermined or designated dates, limiting involvement. The district's current Close Campus policy states "all persons entering the campus will show I.D. and will be issued a pass." Parental visitation at Bliss Elementary School is restricted due to the administrations interpretation of the El Paso Independent School District's (EPISD) Closed Campus policy. The interpretation of this policy

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

hinders parents ability to support the school and participate in their child's education.

Conference Recommendation:

1. Allow parents the flexibility to visit their children on campus. (During meals, volunteer activities, classroom observation)
2. Change the Closed Campus policy title to "Parental Visitation"
3. Require the school to include in their website and student handbook the EPISD policies involving parental visitation.

Required Actions: 04 Dec 2009 Committee would like discussion with principal regarding changes, provide updates at March meeting.

Progress: 04 Dec 2009 MG Bromberg has been working with EPISD and Bliss elementary has a new principal who is implementing changes to the visitation policy.

04 March 2010 MG Bromberg has been working with El Paso Independent School District regarding all policies in reference to military.

Closed as Complete.

Lead Agency: DFMWR

Issue #2009-22: Availability of Military Housing

Status: Elevated

Entered: 23 Nov 2009

Final Action: 2009

Subject Area: Relocation and Housing

Scope: The number of available Military houses are limited; therefore, Service members are forced to move to non-military housing. Multiple Installations have waiting lists that exceed one year, for example Ft. Bliss has 1,700 Service members waiting for Military housing. The shortage of military housing creates additional financial burden and limits the

Service member's Family from the military support network and services.

Conference Recommendation:

1. Increase funding for new Military housing construction to accommodate the installation need.
2. Increase number of homes available to decrease wait time.

Required Actions: Send forward to mid-level conference

Progress: Elevated-sent forward to mid-level conference

Lead Agency: TRADOC/DA

Issue #2009-23: Local Relocation Allowance

Status:

Entered: 23 Nov 2009

Final Action:

Subject Area: Relocation and Housing

Scope: A standard policy to compensate Service members moving from non-Military to Military residence does not exist for those who are denied housing for non-availability. The Joint Federal Travel Regulation (JFTR) Section U-5355 mentions that there will be no (funded) moves on post for personal convenience, personal problem, or moral issue. Funding transportation of house hold goods for the Service members will alleviate financial burden placed on the Service members.

Conference Recommendation:

Provide funding to move Service members into Military housing who have been initially denied housing due to non-availability.

Required Actions: Accept as active

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

Progress: 4 Dec 2009 Accept as active issue. Garrison will develop policy for Housing, looking into issues such as deployment orders, application dates, priority listing. Local Drayage falls to Transportation; Mr. E slinger will look into the policy with an update at the March meeting. JAG will also look into a legal interpretation of the current policies.

Lead Agency: Finance & Transportation

Issue #2009-24: Access to Care: Obstetrics Sick Call

Status: Elevated

Entered: November 2009

Final Action: 04 December 2009

Subject Area: Medical/ Dental

Scope: DoD policy does not mandate sick call for pregnant or obstetrics (OB) patients for any medical concerns, illness of injury before and between routine OB appointments and the patient is limited too emergency room (ER) visits. A female is considered “pregnant” when confirmed by a test administered by a medical facility; the patient will then be considered a candidate for obstetrics care. ER doctors are not trained or equipped to provide specialized care for OB patients, OB patients end up being referred to OB clinic

Conference Recommendation:

1. Amend DoD Obstetrics Policy to include access to sick call for OB patients through designated sick call hours at the OB clinic.
2. Develop guidelines to educate OB patients on available resources through OB sick call.

Required Actions: Send forward to MEDCOM/DA

Progress: 04 December 2009- This is a policy that works well at WBAMC, sending forward as a best practice. **Send to mid-level conference.**

Lead Agency: MEDCOM/DA

Issue #2009-25: Service Member Medical Treatment Rights

Status: Unattainable

Entered: 23 November 2009

Final Action: 04 December 2009

Subject Area: Medical/ Dental

Scope: When the Service Member (SM) receives a second opinion outside of the Medical Treatment Facility (MTF) and is told there is an alternate treatment option, the SM does not have the right to choose the non-MFT treatment option. The SM could be subject to Uniform Code of Military Justice (UCMJ) action is SM selects treatment outside the MTF. SM’s ability to choose treatment options resulting in comparable outcomes are strictly at the discretion of the MTF Commander. A SM’s personal selection of a non-MTF treatment will not be funded and may affect future benefits such as loss of leave, or decreased disability rating.

Conference Recommendation:

1. Grant SM the right to decide between treatment options that would provide similar end results.
2. Fully fund the treatment option selected by SM
3. SM’s selection of non-MTF treatment should not adversely affect future benefits.

Required Actions: None

Progress: 04 Dec 2009- Discussion was held regarding choices given to service members, and committee decided it is more of a Tricare benefits issue than it is of Service member options. **Issue deemed unattainable.**

Lead Agency: WBAMC

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

Lead Agency: WTU

Issue #2009-26: Lack of Affordable Housing for WTU Families

Status: Elevated

Entered: November 2009

Final Action: 31 Aug 2010

Subject Area: WTU/WTB

Scope: WTs who need their Family members to come to Fort Bliss often have difficulty finding affordable lodging. The Fisher House is often full and the Bliss Lodge and ASYMCA are often not affordable at \$35-45 per night for extended periods when in financial difficulty or when pay-grade is low.

Conference Recommendation:

Create a visitors lodging facility be built in the future WTB sire. Could have a 4-6 bedroom facility with shared kitchen and common areas. This could be maintained by the Fisher House.

Required Actions: 04 Dec 2009- Information paper requested, including number of Families affected in the past 12 months, and length of average stay. **Rewrite for clarity, SEND TO DA AFAP**

Progress: 04 Dec 2009-Accept as an active Fort Bliss issue

31 Aug 2010- Seeing approximately 2-3 cases every 2 weeks, per the WTU FRSA Mel Thomas. Handle on a case by case basis. Look into getting to exception to policies while waiting for potential policy revision DFAS will get name of person handling TCS orders for Per Diem committee, they will handle exceptions. Fort Gordon keeps a block of rooms available for \$5 nightly when available, look into doing something similar at Bliss. Is Pace Hall being utilized? DFMWR will clarify. Priority needs to be given for the speediest possible reintegration of this family

Rewrite for clarity, SEND TO DA AFAP

Issue #2009-27: Eligibility of Non-Attending orders

Status: Elevated

Entered: November 2009

Final Action: 31 Aug 2010

Subject Area: Warrior Transition

Scope: Family member are not eligible for Non-Attending Orders because they already live in El Paso or have moved to El Paso to be with their WT during their transition, there is not a fund to assist them as they support their Soldier. Spouses who have quit their jobs in order to be able to support their Soldier during their transition by attending appointment and therapies with their Soldiers. Often times, the lack of the second income puts a hardship on these families. It is known that Soldiers with good support like this, whether it be the support of a spouse or parent who take the time to go through the process and assist the Soldiers have better outcomes.

Conference Recommendation:

Create a type of funding, with criteria to determine is a spouse/parent would be eligible, to aid with financial support for that family during the transition process.

Required Actions: Send forward to mid-level conference.

31 Aug 2010-*SEND FORWARD IN DEC* with Rewrite for clarity

Progress: Issue paper requested. Send forward to mid-level conference.

31 Aug 2010- Authorizing Soldiers 30 days advance for first month, then working with them on case by case. Looking to work with employment for short term employers. **Elevated to mid-level conference.**

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

Lead Agency: MEDCOM/DA

Issue #2009-28: Programs (Teen AFAP)

Status: Closed as complete

Entered: 5 December 2009

Final Action: 15 June 2010

Subject Area: Teen AFAP

Scope: Right now there is not enough activities for teenagers on post. There is a need for activities geared towards high-schoolers. Due to the shortage of programs the teenagers get into mischievous activities, which cause harm to the community.

Conference Recommendation:

1. Have a separate building for different activities. Teen Council plan the activities held at the teen center.
2. The use of "club metro" for teens at least once a month.

Required Actions: 04 Dec 2009- Request information paper from Mark Cauthers, DFMWRC. Conduct a teen survey to pinpoint needs of the teen population.

Progress: 09 Mar 2010 Mrs. Trexler reports more teen programs have been initiated and are being utilized. New facilities are targeted towards teens and located in housing areas.

Closed as Complete.

Lead Agency: DMWR

Issue #2009-29: Marketing for Teen Programs

Status: Closed as Complete

Entered: 5 December 2009

Final Action: 15 June 2010

Subject Area: Teen AFAP

Scope: Fort Bliss Students living in the El Paso community are currently not aware of all the activities happening on Fort Bliss. This leads to wasted US Army funds on unknown events.

Conference Recommendation:

1. Have teen lead broadcasting through multimedia sources. Broadcast in more areas including off post to military Families.

2. By using alternative ways of marketing we could advertise through texting and social network. (Facebook, Myspace, etc.)

Required Actions: Use modern outlets to better market available programs for teens.

Progress: Mrs. Trexler reports enrollment is up for all programs, Student sponsors have been trained and programs to be added to the post calendar. **Closed as Complete.**

Lead Agency: DMWR

Issue #2009-30: Upper Logan Teen Center

Status: Closed as Complete

Entered: 5 December 2009

Final Action: 15 June 2010

Subject Area: Teen AFAP

Scope: The need for a separate teen center and activities geared for teens in upper Logan is desperately needed. Playgrounds are available for young children but not for teens. Due to the lack of teen activities, teens are causing problems and trouble in upper logan.

Conference Recommendation:

1. Have a separate center for youth to go and play sports and do activities.

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

2. Have a multipurpose center which includes (gyms, basketball courts, etc.)

Required Actions: 04 Dec 2009 Request information paper, NAF Construction. Possibilities: Skate Park, share facilities with Logan gym, build playground geared towards older youth. **Accept as local issue**

Progress: Mrs. Trexler reported that the Logan expansion will be open to senior teens on weekend nights by the end of July. **Closed as Complete**

Lead Agency: DMWR

Issue #2010-01: A Roller Rink/Laser tag Facility to add to the existing safe facilities in the Fort Bliss Community

Status: Active

Entered: 22 October 2010

Final Action:

Subject Area: Youth

Scope: The number of Families on Fort Bliss is growing. There are not enough diverse activities which are safe for military Families on post.

Conference Recommendation:

Build a roller rink/laser tag facility for all military Families to enjoy.

Required Actions: Locate a facility to house roller rink/laser tag.

Progress: FMWR has purchased the laser tag equipment and the search for a location is ongoing.

Lead Agency: DFMWR

Issue #2010-02: Fort Bliss College Fair

Status: Closed as Complete

Entered: 22 October 2010

Final Action: 02 June 2011

Subject Area: Youth

Scope: High school college fairs give mainly regional information. Military teens come from all over the world and may prefer not to stay local. Teens need greater access to colleges outside the region.

Conference Recommendation:

Obtain lists of schools the local districts will bring in for their college fairs. Fort Bliss College Fairs should bring in schools not found on this list.

Required Actions: 13 Dec 2011- Keep active with agency update

Progress: 13 Dec 2011- Socorro is connected with national network for college fairs. fair should also be open to adults.

02 June 2011- CYSS has a November timeline for a College fair at Fort Bliss. Additionally 20 October 2011 the National Collegiate Fair is coming to Fort Bliss area. If fair cannot be on post, CYSS will bus kids to the fair. **Issue Closed as Complete.**

Lead Agency: FMWR

Issue #2010-03: Teen Dance Club

Status: Closed as Complete

Entered: 22 October 2010

Final Action: 03 March 2011

Subject Area: Youth

Scope: Teens are too young for dance clubs; if they hold a teen night it isn't necessarily safe. Having a teen club on post provides a safe place for military teens and provides a better alternative than getting into trouble.

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

Conference Recommendation:

1. Offer teen dance clubs once or twice monthly, open to FM Military ID card holders ages 14-19 and their guests of the same age.
2. Form a Teen Club Committee to plan events with adult advisors.

Required Actions: 13 Dec 2010- Keep active with agency updates

Progress: 13 Dec 2010-Ms. Trexler reported a teen club committee has met and scheduled its first dance for February. Dances will be monthly at the teen center. Program is funded by CYSS, non- military can attend

03 March 2011- Dances are going well and will continue on a monthly basis. Closed as Complete.

Lead Agency: DFMWR

Issue #2010-04: Fort Bliss Duty Day Policy

Status: Closed as Complete

Entered: 22 October 2010

Final Action: 13 December 2010

Subject Area: Force Support & Leadership

Scope: Fort Bliss units are not consistent in enforcing the Fort Bliss Duty Day Policy regarding established timelines. The intent of the duty day policy maximizes the amount of personal time a Soldier receives to complete tasks or spend time with their Families. Failure to enforce the duty day policy is detrimental to Soldiers and Families morale.

Conference Recommendation:

1. Mandate leadership to follow the established Fort Bliss policy.
2. Create an interactive survey to determine if units are in compliance.

3. Ensure the written Fort Bliss Duty Day policy is physically posted in common areas for all Soldiers.

Required Actions: May refer issue to Inspector General to ensure that policy is understood.

Progress: Discussion regarding the fact that the problem with the policy may come from a lack of communication between Soldiers and Family. Commander may have a mission that will supersede the policy. May refer issue to Inspector General to ensure that policy is understood.

Lead Agency: Garrison

Issue #2010-05: Meal Deductions Affecting Meal Card Holders

Status: Elevated; Local pilot program

Entered: 22 October 2010

Final Action: 02 June 2011

Subject Area: Force Support & Leadership

Scope: Soldiers in possession of meal cards receive meal deductions regardless if they utilize the Dining Facility (DFAC). For example, meal card holders are paying out of pocket for meals when participating in Better Opportunity for Single Soldier (BOSS) trips and still have meal deductions withheld. Meal card holders are being restricted to eating in the DFAC seven days a week. When the meal card holder has forced meal deduction, it diminishes their morale and limits their freedom to eat at the location of their choice.

Conference Recommendation:

1. Amend AR 600-38 to allow Soldiers the options to receive or not receive a meal card.
2. Eliminate charging for meals not eaten by meal card holders.

Required Actions:

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

Progress: 13 Dec 2011-MG Pittard could allow Soldiers to have BAS instead of meal cards. Ft. Bliss will study on a trial basis, BAS or meal cards will be optional for volunteers in one BDE. Send to FORSCOM AFAP with information paper on Fort Bliss pilot program.

03 March 2011- Issue still being studied. DFACs have taken a significant financial hit. Further study required to determine how the duty day will affect the policy.

02 June 2011-Issue was sent from FORSCOM to HQDA for review in January 2012. Information paper to be sent to HQDA

Lead Agency: Garrison

Issue #2010-06: Staffing and Training for Exceptional Family Member Programs (EFMP) and School Liaison Officers (SLO) Advocates

Status: Elevated

Entered: 22 October 2010

Final Action: 13 December 2010

Subject Area: Consumer and Family Services

Scope: EFMP and SLO personnel currently serve as advocates for military children during their individualized Education Program (IEP) meetings within the school. These offices are currently understaffed to serve all Families as needed and receive no formal training on local, state and federal educational laws. Fort Bliss currently has four EFMP personnel serving more than 5,000 Exceptional Family Members and four SLO's servicing 247 schools. Deficient staff and training on educational rights causes military children to suffer educational repercussions.

Conference Recommendation:

Implement a structured program to include adequate staffing and standardized training for EFMP/SLO personnel to advocates for military children undergoing the IEP process.

Required Actions:

Progress: 13 Dec 2010- EFMP surveyed the community for training opportunities, those are available for staff. ACS to get three more EFMP employees, but only one of sever will be permanent. COL Lane suggested proving the requirement is greater to get more funding for permanent positions. Send forward to FORSOM Conference.

UPDATE 2011 FORSCOM Conference prioritized this issue and will be looked at HQDA in January 2012.

Fort Bliss elevated issue to FORSCOM Conference

FORSCOM Conference elevated this issue to the HQDA Conference in March 2011

Lead Agency: HQDA

Issue #2010-07: Post Traumatic Stress Disorder (PTSD)/ Traumatic Brain Injury (TBI) Support Groups for Families

Status: Closed as Complete

Entered: 22 October 2010

Final Action: 07 September 2011

Subject Area: Consumer and Family Services

Scope: Support groups do not exist for Family members of Soldiers with suspected or diagnosed PTSD/TBI unless they are assigned to the Warrior Transition Unit. Face to face PTSD/TBI support groups would be a valuable resource for Families to give and receive emotional and practical support as well as to exchange information. In absence of support groups, Family members coping with PTSD/TBI endure additional stress or associated risks.

Conference Recommendation:

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

Implement face to face support groups for Family members and Soldiers diagnosed or suspected PTSD or TBI

Required Actions: Agency updates required.

Progress: 02 June 2011- Issue closed as written, as support groups exist for Family members; however MG Pittard wanted an update at next meeting.

7 Sept 2011- This issue had been closed as written from the previous steering committee meeting; however, COL Adams from WBAMC provided the requested update for this issue. COL Adams expressed to the committee that support groups for TBI and PTSD have been in existence but WBAMC is accelerating support groups as there is increasingly better access to care. Lastly, WBAMC is starting a pilot program with Military Life and Family Therapists to add to existing support groups. Committee recommended better advertisement by utilizing Public Affairs Office, Facebook, and the Monitor. **Issue closed as complete.**

Lead Agency: WBAMC

Issue #2010-08: Licensure/Certification for Military Spouses

Status: Elevated

Entered: 22 October 2010

Final Action: 13 December 2010

Subject Area: Education and Employment

Scope: Military spouses are uprooted due to their Soldiers' Permanent Changes of Station (PCS). These moves require licensed professionals to obtain licensure/certification for employment; requirements vary state to state. This creates an additional financial strain in conjunction with the PCS.

Conference Recommendation:

Create a program to fully fund all military spouses who require licensure/certification for their careers as a result of a Service members' PCS, regardless of rank.

Required Actions: Elevate to FORSCOM AFAP conference

Progress: Elevated

Lead Agency: DFMWR

Issue #2010-09: Rosetta Stone for Military Spouses

Status: Elevated

Entered: 22 October 2010

Final Action: 13 Dec 2010

Subject Area: Education and Employment

Scope: Military Families are following their Soldiers to regions where English is not the only significant language used. Rosetta Stone is available to the Service members through Army Knowledge Online (AKO); it is not available currently to military Families. This is a disadvantage to our Families trying to adapt and thrive in these communities.

Conference Recommendation:

Fully fund access to Rosetta Stone through AKO for military Families.

Required Actions: Elevate to FORSCOM AFAP conference

Progress: Need DA approval to modify licensing agreement for Rosetta Stone in AKO. Elevated to FORSCOM AFAP conference, issue was not prioritized at FORSCOM.

Fort Bliss elevated this issue to the FORSCOM AFAP Conference

Issue was not prioritized at the FORSCOM AFAP Conference.

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

Lead Agency: DFMWR

Issue#2010-10: Voucher System for Temporary Lodging

Status: Closed as Complete

Entered: 22 October 2010

Final Action: 02 June 2011

Subject Area: Relocation and Housing

Scope: A lodging voucher system will relieve financial burdens on Soldiers and their Families by avoiding upfront payments. Army lodging, at a minimum of \$50 a night without dependents, adds up to \$1500 a month in upfront payments. These payments for temporary lodging are creating a financial hardship on Soldiers and Families seeking permanent housing.

Conference Recommendation: Create vouchers based on per diem rate and allowable Temporary Lodging Expenses by contracting with local hotels.

Required Actions: keep active with agency updates, look into options and legalities with hotels.

Progress: 13 Dec 2010- Discussion regarding options for system, working with hotels and legalities, keep active with agency updates.

02 June 2011- Mr Serna discussed possible fixes for solution, such as: AER, but could find no immediate solution. Committee discussed issue and finds this to be an isolated issue with programs in place for Soldiers and Family Members. **Closed as Complete.**

Lead Agency: Finance

Issue#2010-11: Rank Based Basic Allowance for Housing (BAH) Rates

Status: Unattainable

Entered: 22 October 2010

Final Action: 13 December 2010

Subject Area: Relocation and Housing

Scope: Current BAH rates are variable based on rank while BAH calculators are based on average housing costs in the surrounding El Paso area. According to the Automated Housing Referral Network (AHRN), the median cost for rental property is \$1450 per month, not including utilities. This exceeds the vast majority of BAH allowed to Service members and their Families, ranging from \$726(e-1) to \$1536 (O-7). A rank based BAH calculation is not able to support the average housing cost in the area causing Service members to spend more of their disposable income on housing expenses taking away from other financial responsibilities.

Conference Recommendation:

Implement BAH rates based on geographical location and eliminate rank based BAH.

Required Actions: None

Progress: 13 Dec 2010- Work group wanted BAH based on family size, opposed to rank, MG Pittard wants based on time in service rather than rank. Fort Bliss looks at housing on a case-by-case basis as needed. Some information in issue was not valid. **Unattainable, return to work group for rewrite.**

Lead Agency:

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

Issue#2010-12: Medical Appointment Availability

Status: Closed as Complete

Entered: 22 October 2010

Final Action: 7 September 2011

Subject Area: Medical & Dental

Scope: Acute appointments at Fort Bliss medical treatment facilities (MTF) are not readily available. The growth of the installation and the shortage of Primary Care Managers impacts Soldiers and Family members' ability to obtain an acute medical appointment. According to the Tri-Care Prime handbook, the wait time for an acute appointment should not exceed 24 hours. Soldiers and Family members are not getting acute care appointments within the designated time frame, which affects quality of life.

Conference Recommendation:

Create an acute care walk in after hours (1700) weekday and weekend clinic for Soldiers and Family members.

Required Actions: Hours extended to include weekend. Need to advertise. MG Pittard would like to see the East Bliss Clinic be open on Saturdays.

Progress: 7 Sept 2011-COL Adams addressed previous problems with access to care and how WBAMC has solved those issues. WBAMC has now hired new doctors and is beating the Medical Command benchmark for access to care standards. The Soldier and Family Care Clinic is now open on Saturdays as a walk-in clinic. The majority of the population being served are single Soldier parents, and junior enlisted Families. Weekend openings rotate between the Soldier and Family Care Clinic and the Troop

Medical Center. Additionally, both clinics now offer after hour appointments until 1800. Access to care for WBAMC is now rated number 1 amongst Forces Command installations. Committee recommended the utilization of PAO for more advertising. **Issue Closed as Complete.**

Lead Agency: WBAMC

Issue#2010-13: Service Member Behavioral Health Care Availability

Status: Closed as Complete

Entered: 22 October 2010

Final Action: 07 September 2011

Subject Area: Medical & Dental

Scope: Behavioral Health specialists are being pulled for Medical Evaluation Board (MEB) examinations, taking appointment times away from seeing Service members. The Medical Command (MEDCOM) standard for access to care is seven days; currently Fort Bliss takes four weeks. Behavioral Health is not meeting the MEDCOM standard for access to , and frequency of, care. Access to and frequency of Behavioral Health care treatment is detrimental to overall readiness of Fort Bliss Service members.

Conference Recommendation:

1. Allow greater numbers of visits to outside networks when on post appointments are not available.

2. Dedicate full time Behavioral Health specialists/providers to MEB section for their exclusive use.

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

Required Actions: 13 Dec 2010. Keep active with agency updates

Progress: 7 Sept 2011 COL Adams addressed changed to WBAMC access to care. Medical evaluation board Doctors have increased from zero to four doctors, with an additional four Doctors on staff to get through the surge. After the surge, four doctors will be sustained. WBAMC has also hired a fully dedicated psychologist, Mary Till to only handle MEB. Fort Bliss is the busiest installation for Behavioral Health appointments in the Western United States. WBAMC is recruiting nationwide for more doctors and is requesting an exception to policy to exceed 25% staffing. If approved, it will only be the 2nd exception to policy in two decades, with the first being at Walter Reed. WBAMC is also now aggressively referring patients' downtown through Military One Source, which allows 9-10 visits without further authorization. Committee agreed recommendation for the issue was met. *Issue Closed as Complete.*

Lead Agency: WBAMC

Issue#2010-14: Over-the-Counter Medication Disbursement

Status: Closed as Complete

Entered: 22 October 2010

Final Action: 02 June 2011

Subject Area: Medical & Dental

Scope: Soldiers and Family members are not fully aware of the self-care program that allows them to receive over-the-counter (OTC) medications from the pharmacy without an appointment, by taking the mandatory self-care class. This is a DA-directed program that was

implemented throughout the Army and save Families \$83 per year on average by providing them with 26 different OTC products free of charge; this program also saved the installation approximately \$1.6 million in doctors and ER visits in 2008. Resources saved through increased participation of the self-care program will be reallocated based on the needs of the army.

Conference Recommendation:

Create a train-the-trainer class to teach self-care class at the unit level for Soldiers and Family members.

Required Actions: 13 Dec 2010-Keep Active with agency updates.

03 March 2011- No agency representative present.

02 June 2010- No agency representative present; however train-the-trainer program has been implemented and committee members find program to be effective. **Closed as complete.**

Progress: 13 Dec 2010- Current training to receive OTC medication is watching a video. Possibly copy video or post online for people to watch and get certificate. Keep Active with agency updates.

Lead Agency: WBAMC

Issue#2011-01: Social Media at Youth Center Facilities

Status: Active

Entered: 04 November 2011

Final Action:

Subject Area: Teen

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

Scope: Teens do not have access to social media such as Wi-Fi, Facebook and Skype at Youth Center facilities. Teens choose social media as a preferred method to communicate. Teens do not have access to social media from their household to communicate with parents who are currently deployed.

Conference Recommendation: Authorize installation of social media at Youth centers

Required Actions: Keep active with agency updates.

Progress: General Pittard gave the green light on having Skype, Wi-Fi and Facebook at the Youth Center Facilities.

Lead Agency: DOIM/DFMWR

Issue#2011-02: Family Member In-State Tuition

Status: Elevated

Entered: 4 November 2011

Final Action: 1 December 2011

Subject Area: Teen

Scope: Since most Family Members move around frequently, they don't always have a permanent residency to qualify for instate tuition. Some states require a certain amount of time living in that state to qualify for in-state tuition. They are required to pay for out-of-state tuition which limits their choices of higher education.

Conference Recommendation: Establish in-state tuition for military Family members in all states regardless of service members current duty station.

Required Actions: Elevated to FORSCOM

Progress: MG Pittard agrees with this. Some states require certain amount of time living in that state to qualify for in-state tuition. Elevated to FORSCOM

Lead Agency: FORSCOM

Issue#2011-03: Service Members' lack of Adherence to Standards

Status: Active

Entered: 4 November 2011

Final Action:

Subject Area: Force Support and Leadership

Scope: Many Service Members are not adhering to military standards. Service Members violation of standards erodes the good order and discipline of the military. Discipline and standards are the hallmark of the Army.

Conference Recommendation: Require all uniformed Service members to carry and comply with an installation specific standards book.

Required Actions: Keep active with agency updates.

Progress: All incoming Soldiers inprocessing to Fort Bliss will be issued the Standards Book.

Lead Agency: Post CSM/G3

Issue#2011-04: Re-Allocation of Gate Guard Resources to Increase Patrols

Status: Unattainable

Entered: 4 November 2011

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

Final Action: 1 December 2011

Subject Area: Force Support and Leadership

Scope: As a result of Fort Bliss being a modified access installation, current monetary resources used to staff the installation gates guards is no longer needed. They cost the Fort Bliss installation approximately 1.5 million dollars per year. This monetary resource can be re-allocated to increase patrols and improve overall security with law enforcement.

Conference Recommendation: Eliminate gate guards

Required Actions: None, deemed unattainable

Progress: Issue was deemed unattainable because Garrison doesn't have a say on the manpower dollars.

Lead Agency: N/A

Issue#2011-05: Priority Placement Status for Military Spouses

Status: Elevated/Active

Entered: 4 November 2011

Final Action:

Subject Area: Education and Employment

Scope: The Priority Placement Program (PPP) does not authorize applicants to deny job offers without losing their priority placement status. When using PPP a spouse must accept a permanent job offer regardless of grade or series, or they lose their status. Failure to grant spouses the choice of when to utilize PPP for permanent positions is a detriment to career progression and is a financial hardship to the family.

Conference Recommendation: Authorize military spouses to decline jobs they feel are not best suited for their career progression and not lose their priority placement status

Required Actions: Elevate to FORSCOM

Progress:

Lead Agency: FORSCOM

Issue#2011-06: Army wide tutoring facility for children K-12 with accredited tutors that are familiar with current state standards.

Status: Elevated/Active

Entered: 4 November 2011

Final Action:

Subject Area: Education and Employment

Scope: Army Families who move frequently are burdened with inconsistent school curriculum for students k-12. The criteria for students' grade progression and required state testing varies from state to state. These variations often cause children to fall behind their peers at no fault of their own, even though they were meeting standards at their previous school.

Conference Recommendation: Create a specialized education facility for children k-12 with accredited tutors that are familiar with current state standards.

Required Actions: Keep active but also send to FORSCOM

Progress: Tutor.com is a Department of Defense Program that is available for Pre-K thru 12th grade. The tutoring is online and average wait time for reply from tutor is 2 minutes. SKIES program is geared for younger grades.

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

The need is for more tutors to assist with the upper grades.

Lead Agency: FMWR

Issue#2011-07: Fort Bliss Privatized Housing Policy Enforcement

Status: Active

Entered: 4 November 2011

Final Action:

Subject Area: Housing and Relocation

Scope: Fort Bliss privatized housing is not enforcing policies set forth in their resident guide. This is evident from unauthorized parking, neglected ground maintenance, and lack of debris removal, which is Balfour Beatty's responsibility to enforce. Currently, Balfour Beatty has sixteen community managers that oversee 3405 residential units with 1300 of these units falling under the responsibility of one community manager. Due to the inequitable workload, some community managers may not have enough time to properly execute and follow-up with community patrols because of various duties. The lack of policy enforcement reflects an inaccurate representation of the Fort Bliss community to itself and to any and all visitors.

Conference Recommendation: Require Fort Bliss privatized housing policies to be consistently enforced.

Required Actions: Keep active with agency updates

Progress: A two strike policy of disruptive behavior has been put in place by MG Pittard. If a family receives two strikes due to their children or Family members being disruptive

they will be evicted from on-post housing. In addition, ticket and housing blotters will be created. The first housing blotter will go out weekly starting the first week of January 2012. Command representatives will receive the blotters in order to be able to stop the problem before it escalated to the second strike.

Lead Agency: BBC

Issue#2011-08: Home Based Business in Residential Fort Bliss

Status: Active

Entered: 4 November 2011

Final Action:

Subject Area: Housing and Relocation

Scope: Home based business in residential Fort Bliss are currently prohibited. According to the current Balfour Beatty Community resident guide it states on page 17 that "Commercial businesses are prohibited in the community." Due to the lack of information given in the resident guide there is confusion as to what is considered a commercial and a home based business. As a result, residents are hindered from pursuing a supplemental income and may halt their entrepreneurial career.

Conference Recommendation: Establish guidelines for home based businesses in residential Fort Bliss.

Required Actions: Keep active with agency updates.

Progress: 01 Dec 2011- Balfour Beatty has worked with FMWR and created an SOP on what home business is acceptable and what is not. This will be ready at the beginning of 2012

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

Lead Agency: BBC

Issue#2011-09: Out of Pocket Expenses for TRICARE Prime

Status: Active

Entered: 4 November 2011

Final Action:

Subject Area: Medical and Dental

Scope: TRICARE Prime enrollees not treated in a Military Treatment Facility incur out-of-pocket expenses. Title 32, National Defense part 199. 18-Uniform HMO Benefit requires TRICARE Prime enrollees to pay out of pocket expenses for some medical services, medical equipment and pharmaceuticals. Out of pocket expenses under TRICARE Prime places a financial burden on families who don't have the resources to pay for unexpected medical expenses due to family size, situation or length of treatment.

Conference Recommendation: Eliminate out of pocket expenses for TRICARE Prime

Required Actions: Keep active with agency updates and provide follow-up articles to educate on WBAMC Facebook and website.

Progress: 31 Dec 2011- AD Family members should not be paying out-of-pocket expenses. This is a case by case basis and if AD Family members receive a bill, please give the TRICARE Service Center a call.

Lead Agency: WBAMC

Issue#2011-10: Continuity of Care for Patients Needing Referral Renewals

Status: Active

Entered: 4 November 2011

Final Action:

Subject Area: Medical and Dental

Scope: At the time of renewal of a network referral, the Military Treatment Facility can choose to retain the referred patient. Changing the service provider disrupts the continuity of care adding stress to the Family and Soldier affecting Soldier Readiness. This change can also negatively impact the cost effectiveness of patient care.

Conference Recommendation: Provide patients the option to remain with their referred provider for continuity of care

Required Actions: Keep active with agency updates and provide information paper on Patient's Rights on Fort Bliss.

Progress: 01 Dec 2011- Committee agreed this is a local issue and is really a case by case basis. If TRICARE can't fulfill the 28 day referral standard, the AD Family members can request to go downtown.

Lead Agency: WBAMC

Issue#2011-11: Primary Corridors affecting Fort Bliss

Status: Active

Entered: 4 November 2011

Final Action:

Subject Area: Benefits and Entitlements

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

Scope: Intersections critical to primary corridors, both on and off Fort Bliss, are overloaded for available capacity. Prime corridors, as analyzed by the Fort Bliss traffic survey, are not properly managed. A lack of traffic management at primary corridors intersections causes lost time, damage to infrastructure and private property, but most importantly preventable injury and possible death among members of the Fort Bliss Community and citizens of El Paso.

Conference Recommendation:

1. Implement the recommendations of the Fort Bliss traffic survey.
2. Increase primary corridors at access points of HWY 375

Required Actions: Do traffic surveys for access points on HWY 375 and install traffic signal sensors at congested areas.

Progress: 01 Dec 2011- Working with Texas Department of Transportation doing surveys for traffic access points of Highway 375 and on post. Install traffic signal sensors at congested points to keep traffic moving. This will take time, however it is a work in progress. Keep active with agency updates

Lead Agency: DES/DPW/TXDOT

Issue#2011-12: Increase USPS on Fort Bliss

Status: Active

Entered: 4 November 2011

Final Action:

Subject Area: Benefits and Entitlements

Scope: Postal Services on Fort Bliss are currently insufficient for the needs of Soldiers and Family members. The only postal service center on Fort Bliss provides restricted hours not conducive to the duty day and offers limited customer service options. There is only one USPS Center on Fort Bliss, and none on East Bliss. In addition, the Fort Bliss USPS has limited hours that do not facilitate usage by Soldiers or working Families. The limited postal service prevents families from mailing critical morale boosting packages and letters to Soldiers deployed overseas.

Conference Recommendation:

1. Install Automated Postal Center at main post.
2. Immediately provide a mobile postal center on East Bliss.

Required Actions: Work on automated postal center at main post office.

Progress: 1 Dec 2011- Mobile USPS has been provided on East Bliss. Working on an automated postal center at main post office, keep active with agency updates.

Lead Agency: Garrison

Issue#2012-01:

Status:

Entered:

Final Action:

Subject Area:

Scope:

Conference Recommendation:

Fort Bliss Army Family Action Plan (AFAP) Issues
Sorted by Date

Required Actions:

Progress:

Lead Agency: